



**DEPARTMENT OF THE ARMY**  
JOINT BASE MYER – HENDERSON HALL  
204 LEE AVENUE  
FORT MYER, VIRGINIA 22211-1199

IMMH-ZA

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Joint Base Myer-Henderson Hall (JBM-HH) Policy Memorandum ZA-1,  
Commander's Open Door Policy

1. REFERENCE. Army Regulation 600-20, Army Command Policy, 20 Sep 12.
2. PURPOSE. Provide guidance on the Joint Base Commander's open door policy.
3. APPLICABILITY. This policy is applicable to all JBM-HH civilian and military personnel assigned to and/or under the operational control of JBM-HH.
4. POLICY. All military and civilian members of this command have the opportunity to personally speak with the Joint Base Commander to present facts, concerns, problems of a personal or professional nature, or other issues that the individual has been unable to resolve at a lower level. This right may not be denied at any subordinate level. This policy does not replace or circumvent the normal chain-of-command or supervisory chain.
5. PROCEDURES.
  - a. Anyone wishing to speak with me should contact my administrative staff to schedule an appointment at (703) 696-3100. If requested, the appointment will be recorded as a confidential entry on my calendar.
  - b. All members are encouraged to make full use of the chain-of-command to resolve problems. Many problems are handled most effectively at the lowest level. I highly encourage this approach as the first avenue to solving problems or gaining resolution of issues.
  - c. This policy memo will be permanently posted on all official bulletin boards.
6. PROPOENNT. The JBM-HH Executive Officer is the POC and proponent for this policy, (703) 696-5781.

PATRICK M. DUGGAN  
COL, SF  
Commanding

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